

DPS: Inspection & Permitting System (IPS)

Training Documentation
Customer Portal

Final Version for Portal User

7/8/2015

Contents

1. Introduction	2
1.1 Background and Scope	2
2. Customer Registration Process	2
2.1 Customer Registration screen	3
2.2 Building Owner User Registration Success Page	5
2.3 Contractor User Registration Success Page	5
2.4 Email sent to the registrant	5
2.5 Customer Portal Login screen – Initial Portal Login Screen	6
2.6 Customer Portal Manager – User Management	7
2.6.1 My Profile.....	7
2.6.2 Add New User	8
3. Home Screen	9
3.1 Search IPS	9
3.1.1 View an Application	10
3.1.2 Modify an Application.....	12
3.1.3 Update Owner.....	13
3.2 Manage User Profile	13
3.3 CART	16
3.4 Pending Applications	20
3.5 Rejected Applications	23
3.6 Additional	24
4. Apply for Permit	26
4.1 Owner Information	29
4.2 Application Information	31
4.3 Location Validation	32

4.4 Submissions	33
4.5 Attestation	34
4.6 Cart	34
5. Apply for Inspection	34
5.1 Search	37
5.2 Owner Information	39
5.3 Application Information	39
5.4 Location Validation	39
5.5 Submissions	40
5.6 Attestation	40
5.7 Cart	40
5.8 Browser Settings	41

1. Introduction

This document contains guidelines for the IPS customer portal user to be able to sign-up, navigate, and perform functions on the IPS Customer Portal.

1.1 Background and Scope

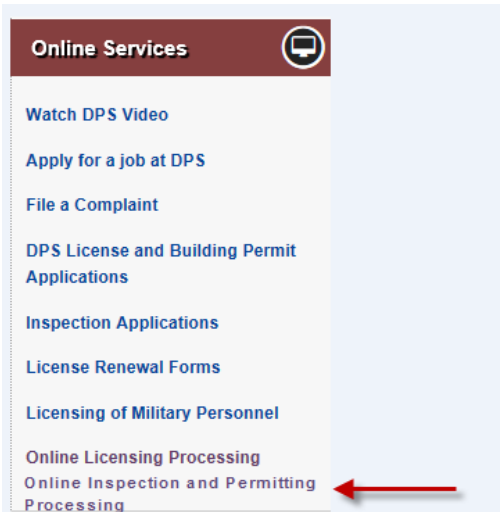
The following DPS business areas are developed for the **Phase 1 Customer Portal**:

- **Electrical**
- **Building**
- **Certificate of Inspection**
- **Elevator**

In addition to the functional portal processes, this document covers: Customer Registration Process, Home screen and general portal features.

2. Customer Registration Process

The “**IPS Customer – User Registration**” screen is accessed from the DPS website @ www.mass.gov/dps



2.1 Customer Registration screen

The customer is able to register as a **“Building Owner”** (which is an Individual or Company) or a **“Contractor/Maintenance Company Representative”** (which is an Elevator Maintenance Company, Electrical Contractor, Registered Design Professional (RDP), or Building Contractor) – using the **“User Type”** field.



Department Of Public Safety
Inspections and Permitting System (IPS) Customer Portal

Mass.gov

Information

Welcome to the Department of Public Safety's (Department) Inspection and Permitting System (IPS). IPS is web-based and may be used to secure building permits and apply for related inspections on state construction projects, apply for elevator inspections, and a host of other Department activities. This system is not to be used to apply for or renew a Department license (such as construction supervisor or hoisting license).

In order to use the system, you must first register user and company information. Please select a value for the "User Type" field that accurately represents the capacity in which you or your company deals with DPS. Building Owners/representatives, select "Building Owner – Company" from the User Type list and the appropriate Type(s) (one or multiple) from the list provided.

The red-barred fields are required. Please enter the required user and company details in the appropriate sections and, and click on the Search button. Select the appropriate agency from the search result options displayed. If the contractor firm is not displayed in the search results, there will be an option to create a new company. You must search for the agency/company first in order to avoid creating duplicate contact information in the system.

Once you are registered as an IPS user, you will be able to log into the IPS system and create/manage (up to 5) additional users associated with your company.

User Registration

User Information = Required Information

User Type	<input type="text" value="--None--"/>	Street	<input type="text"/>
First Name	<input type="text"/>	City	<input type="text"/>
Last Name	<input type="text"/>	State	<input type="text"/>
Email	<input type="text"/>	Postal Code	<input type="text"/>
Phone	<input type="text"/>	Country	<input type="text"/>

Additional Information = Required Information

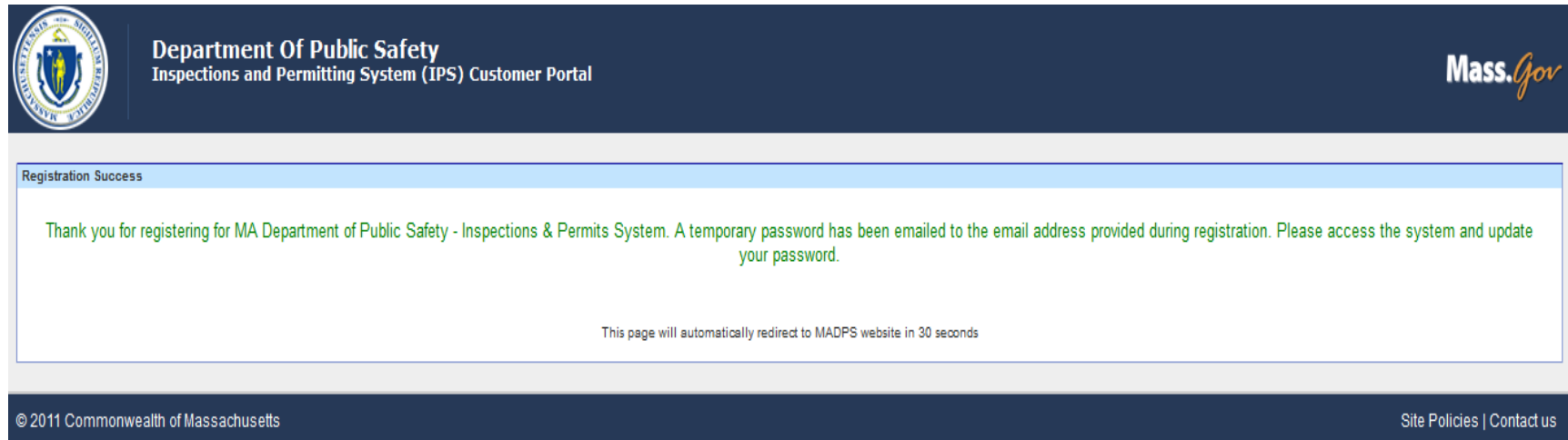
Comments

Company Information = Required Information

Name	<input type="text"/>	Street	<input type="text"/>
Email	<input type="text"/>	City	<input type="text"/>
Phone	<input type="text"/>	State	<input type="text"/>
		Zip Code	<input type="text"/>

2.2 Building Owner User Registration Success Page

Once a **“Building Owner”** customer has registered with the IPS, an email with a temporary password will be sent to the registrant, and the following Registration Success page will be displayed on the portal. (See Section 2.4 for additional information.)



2.4 Email sent to the registrant

Once information is reviewed and verified by a DPS staff person for a **“Contractor/Maintenance company”** user, the registrant will receive a message like the one pictured below. The **“Building Owner”** registrant email message contains similar information.

Upon receipt of the email message, the registrant (whether **Building Owner** or **Contractor/Maintenance** user) will then be able to log into the system, update their password and begin use of the system.

Dear Tana Hudson,

Thank you for registering with IPS. Your new Customer Portal password can be found below.

Thank you,

Massachusetts Department of Public Safety Customer Support

Login URL : https://cs8.salesforce.com/secur/login_portal.jsp?orgId=00DL0000005srcX

Username: tinasapr.a1021@gmail.com.ips

Password: UCrgw5cS


2.5 Customer Portal Login screen – Initial Portal Login Screen

The screenshot shows the login interface for the Department of Public Safety's Inspections and Permitting System (IPS) Customer Portal. The header includes the state seal, the department name, and the Mass.gov logo. The central login box contains fields for Username and Password, with links for 'Forgot your password?' and 'Not an IPS user?'. A prominent orange 'Login' button is at the bottom of the box. To the right, a list of available services (Building, Electrical, Elevator) and the requirements for using the portal are provided. The footer contains copyright information and links to Site Policies and Contact us.

Department Of Public Safety
Inspections and Permitting System (IPS) Customer Portal

Mass.gov

Department of Public Safety Online Permitting

Username 

Password

[Forgot your password?](#) [Not an IPS user?](#)

Login

Currently these are the only options available

- Building
- Electrical
- Elevator

Requirements to use IPS Customer Portal are:

- Possess an email address and be willing to use it during IPS processing
- Pay for online services using a credit card / debit card (MasterCard only) or funds transfer (bank checking or savings account). There is a 2.49% processing fee if you pay by MasterCard credit/debit card. There is a \$0.40 processing fee if payment is made by Funds Transfer.
- Have the ability to upload all supporting documents associated with your online IPS services processing

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[Site Policies](#) [Contact us](#)

2.6 Customer Portal Manager – User Management

2.6.1 My Profile

Customer portal users can use the **“My Profile”** link from the Home screen to:

- Edit their User Information
- Change their Password
- View Users associated with their company
- Add (up to 5 Active) sub-users associated with their company (**Managers ONLY functionality**)

2.6.2 Add New User

Users are able to view the list of all the users associated with their company via My Profile → “**View Users**” button.

The **Manager** can create up to 5 active users for their company (via My Profile → “**Add User**” button).

The sub-users created by the manager are not to be validated by the DPS staff. The new user added will be automatically associated with the Manager’s company.

An email will be sent to the new users added with a temporary password. Users will then be able to log into the system and update their password.

3. Home Screen

When a user successfully logs-into the system a home screen is displayed (similar to the screen shot below).

Home

Welcome, Baddam_ElvMntnce
[My Profile](#) | [Logout](#)

Messages and Alerts
 For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS
 Search By
 Record#
[Search IPS](#)

Quick Links
[CAMIS](#)
[DPS License Verification](#)
[Division of Professional Licensure](#)
[CART](#)

[Apply for Permit](#) [Apply for Inspection](#)

✓ Pending Applications

Record#	Location	Type	Created Date
CI15-00265-PENDING		Application for Certificate of Inspection	2015-06-24 14:24 PM
ECR15-00523	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 15:20 PM
ECR15-00519	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 12:49 PM
CI15-00218-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 10:11 AM
CI15-00221-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 13:05 PM
ELV15-0340-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - Modernization	2015-05-12 10:51 AM
ELT15-0222-PENDING	1 ASHBURTON PLACE BOSTON MA	Electrical Permit	2015-06-24 14:20 PM
BLD15-0285-PENDING	1 ASHBURTON PLACE BOSTON MA	Building Permit	2015-06-24 13:42 PM
ELV15-0398-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-05-28 14:07 PM
ELV15-0261-PENDIN	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-04-28 08:01 AM

[Additional Permit Applications](#) [Additional Inspection Applications](#)

✓ Rejected Applications-Action Required

There is no data to display.

[Additional Permit Applications](#) [Additional Inspection Applications](#)

Enter **Record #** or **Address** into the text field provided in '**Search IPS**' section (highlighted in the above screen shot) and click on '**Search IPS**' button. The page navigates to Search IPS Search Results page (shown below) while displaying the results of the search criteria entered.

Home

Welcome, Baddam_ElvMntnce

[My Profile](#) | [Logout](#)

Messages and Alerts

For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS

Search By

Record#

[Search IPS](#)

Quick Links

[CAMIS](#)

[DPS License Verification](#)

[Division of Professional Licensure](#)

[CART](#)

Search IPS

Search By

Record#

[Search IPS](#)

✓ SEARCH RESULTS

Selected Search String: ECR15-00519

Equipment Devices (0) | Elevator Permits (0) | **Elevator - Inspection Applications (1)** | Electrical Permits (0) | Building Permits (0) | Certificate Of Inspection

Show 10 entries

Application#	Location	Building	Status
ECR15-00519	200 TRAPELO ROAD, WALTHAM, MA 02452		Submitted

Showing 1 to 1 of 1 entries

Previous 1

There is no data to display.

Click on the appropriate tab (i.e. Elevator Permit, Electrical Permit, etc.,) to display results of the search in a specific category.

3.1.1 View an Application

Click on the **Record #**, **Number**, or **Permit #** link of an application to view the record. The page navigates to the application and lists the related permit/license details, contacts and submissions associated with it.

[Home](#)

Welcome, Baddam_ElvMntnce

[My Profile](#)
[Logout](#)

Messages and Alerts

For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS

Search By

Record#

Search IPS

Quick Links

[CAMIS](#)
[DPS License Verification](#)
[Division of Professional Licensure](#)
[CART](#)

Application
CI15-00221-PENDING
[Printable View](#)

Application Detail

Edit
Change Owner

Information

Number	CI15-00221-PENDING	Status	Submitted
Type	Certificate of Inspection	Issue Date	
Applicant	Chaitanya Baddam_ElvMntnce		
Company	Baddam_company_owner		
Inspection Notification Received	Yes		

Location

Location	4 BROOK STREET STONEHAM MA	Street Number	4
Place Name		Street Name	BROOK STREET
Building	Baddam Building for Demolition	City	STONEHAM
		State	MA
		Zip/Postal Code	02180

Description

Description	
-------------	--

Financials

Total Fees	\$300.00	Total Payments	\$300.00
		Total Balance	\$0.00

Related Items

Submissions (1)
Selected Facilities (2)
[View All](#)

Search :

Title	Submission Date	Status	Required
Expired DPS Certificate		On File - Same Approved Equipment	<input type="checkbox"/>

Showing 1 to 1 of 1 entries

Edit
Change Owner

3.1.2 Modify an Application

To modify an application, click on Edit in the application detail section, while [viewing an application](#). Permits/applications can be edited:

- **Only by the Applicant Company user**
- **Only when Permit/Application is in certain Statuses** (Pending, Submitted, Rejected status)

Home

Welcome, Baddam_ElvMntnce

[My Profile](#) | [Logout](#)

Messages and Alerts

For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS

Search By

Record#

[Search IPS](#)

Quick Links

[CAMIS](#)

[DPS License Verification](#)

[Division of Professional Licensure](#)

[CART](#)

Application C115-00221-PENDING [Printable View](#)

[Edit](#) [Change Owner](#)

Information

Number	C115-00221-PENDING	Status	Submitted
Type	Certificate of Inspection	Issue Date	
Applicant	Chaitanya Baddam_ElvMntnce		
Company	Baddam_company_owner		
Inspection Notification Received	Yes		

Location

Location	4 BROOK STREET STONEHAM MA	Street Number	4
Place Name		Street Name	BROOK STREET
Building	Baddam Building for Demolition	City	STONEHAM
		State	MA
		Zip/Postal Code	02180

Description

Description	
-------------	--

Financials

Total Fees	\$300.00	Total Payments	\$300.00
		Total Balance	\$0.00

Related Items

Submissions (1) Selected Facilities (2) [View All](#)

Search :

Title	Submission Date	Status	Required
Expired DPS Certificate		On File - Same Approved Equipment	<input type="checkbox"/>

Showing 1 to 1 of 1 entries

[Edit](#) [Change Owner](#)

The page navigates to the page details making the information editable (if the user has necessary permissions). Click on **Next** and follow the steps to complete editing the application.

3.1.3 Update Owner

Owners can be changed **only by the Applicant Company user** on Permits and/or Applications that are in Status **Pending, Submitted, and Rejected**.

Elevator Companies will be allowed to change Elevator Owners on Equipment upon searching for the Equipment

3.2 Manage User Profile

Users can access and update their profile by clicking on **'My Profile'** (highlighted in Red in the below screen shot)

[Home](#)

Welcome, Baddam_ElvMntnce

[My Profile](#)
|
 [Logout](#)

Messages and Alerts

For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS

Search By

Record#

[Search IPS](#)

Quick Links

[CAMIS](#)
[DPS License Verification](#)
[Division of Professional Licensure](#)
[CART](#)

[Apply for Permit](#)
[Apply for Inspection](#)

✓ Pending Applications

Record#	Location	Type	Created Date
CI15-00265-PENDING		Application for Certificate of Inspection	2015-06-24 14:24 PM
ECR15-00523	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 15:20 PM
ECR15-00519	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 12:49 PM
CI15-00218-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 10:11 AM
CI15-00221-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 13:05 PM
ELV15-0340-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - Modernization	2015-05-12 10:51 AM
ELT15-0222-PENDING	1 ASHBURTON PLACE BOSTON MA	Electrical Permit	2015-06-24 14:20 PM
BLD15-0285-PENDING	1 ASHBURTON PLACE BOSTON MA	Building Permit	2015-06-24 13:42 PM
ELV15-0398-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-05-28 14:07 PM
ELV15-0261-PENDIN	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-04-28 08:01 AM

[Additional Permit Applications](#)
[Additional Inspection Applications](#)

✓ Rejected Applications-Action Required

There is no data to display.

[Additional Permit Applications](#)
[Additional Inspection Applications](#)

The page navigates to **‘My Profile’** page (shown in the screen shot below).

The screenshot displays the 'My Profile' page. On the left sidebar, there is a 'Welcome, Chaitanya Baddam' message with links for 'My Profile' and 'Logout'. Below this is a 'Messages and Alerts' section with a red notice about system maintenance. Further down is a 'Search IPS' section with a search bar and a 'Search IPS' button. At the bottom of the sidebar is a 'Quick Links' section with links to 'IPS Public Portal', 'CAMIS', 'DPS License Verification', 'Division of Professional Licensure', and 'CART'.

The main content area is titled 'My Profile' and contains two sections: 'My Profile' and 'Address Information'. The 'My Profile' section includes fields for Username, First Name, Last Name, Title, Nickname, E-mail, Phone, Extension, Fax, and Cell. The 'Address Information' section includes fields for Street, City, State/Province, Zip/Postal Code, Time Zone, Locale, Language, and Country.

My Profile	
Username	chaitanya.baddam.cp@nttdata.com.ntqa3
First Name	
Last Name	Chaitanya Baddam
Title	
Nickname	Chaitanya.Baddam
E-mail	chaitanya.baddam@nttdata.com
Phone	
Extension	
Fax	
Cell	

Address Information	
Street	Time Zone (GMT-05:00) Eastern Standard Time (America/New_York)
City	Locale English (United States)
State/Province	Language English
Zip/Postal Code	Country

Via **“My Profile”**, users can:

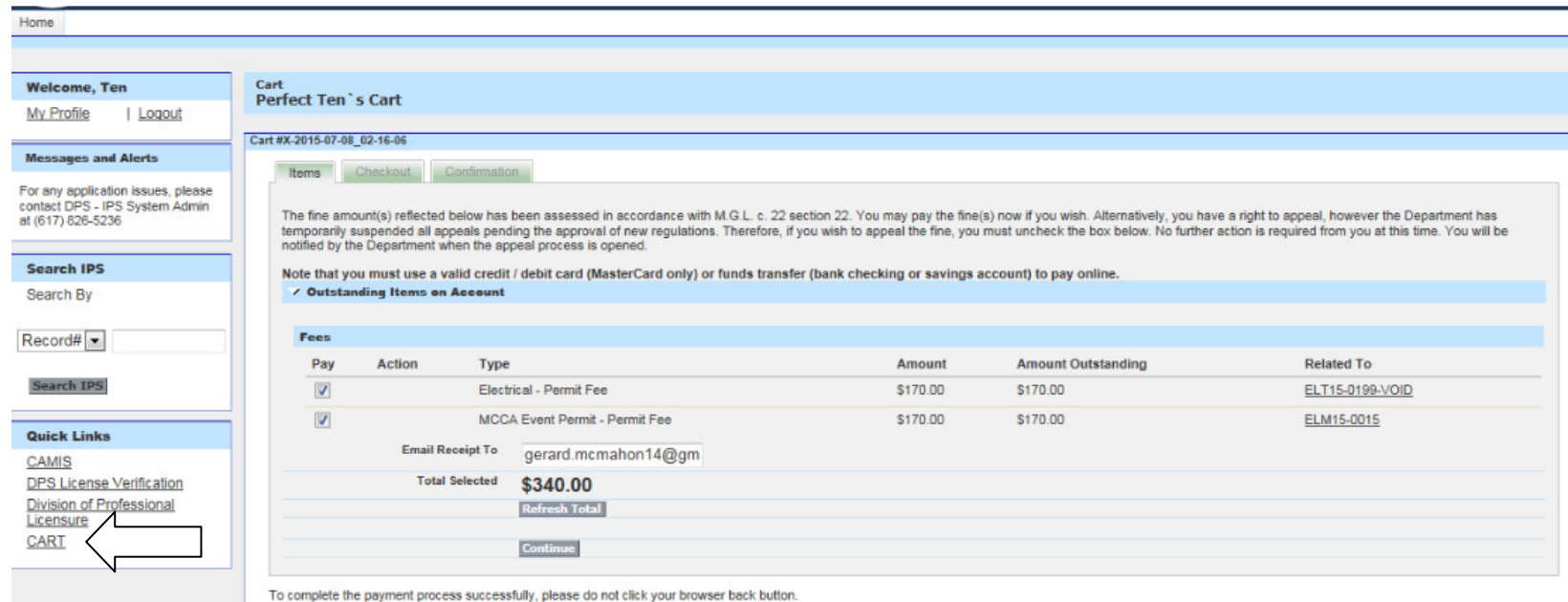
- Edit their User Information
- Change their Password
- View Users associated with their company
- Add (up to 5 Active) sub-users associated with their company (**Company Managers ONLY functionality**)

Note: All mandatory fields are marked with a Red line on the side of the label.

Click on **‘Save’** to save the updated information.

3.3 CART

User will be able to make any pending payments for the Permits/Applications/Inspection Requests associated with their company via the “**CART**” under **Quick Links** section. Clicking on the **CART** will show the balance owed, and the user will be able to make payment via the **CART**.



Home

Welcome, Ten
[My Profile](#) | [Logout](#)

Messages and Alerts
 For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS
 Search By
 Record#
[Search IPS](#)

Quick Links
[CAMIS](#)
[DPS License Verification](#)
[Division of Professional Licensure](#)
[CART](#)

Cart
 Perfect Ten's Cart
 Cart #X-2015-07-08_02-16-06

Items Checkout Confirmation

The fine amount(s) reflected below has been assessed in accordance with M.G.L. c. 22 section 22. You may pay the fine(s) now if you wish. Alternatively, you have a right to appeal, however the Department has temporarily suspended all appeals pending the approval of new regulations. Therefore, if you wish to appeal the fine, you must uncheck the box below. No further action is required from you at this time. You will be notified by the Department when the appeal process is opened.

Note that you must use a valid credit / debit card (MasterCard only) or funds transfer (bank checking or savings account) to pay online.

✓ Outstanding Items on Account

Pay	Action	Type	Amount	Amount Outstanding	Related To
<input checked="" type="checkbox"/>		Electrical - Permit Fee	\$170.00	\$170.00	ELT15-0199-VOID
<input checked="" type="checkbox"/>		MCCA Event Permit - Permit Fee	\$170.00	\$170.00	ELM15-0015
Email Receipt To: gerard.mcmahon14@gm					
Total Selected			\$340.00		
			Refresh Total		
			Continue		

To complete the payment process successfully, please do not click your browser back button.

Welcome, Ten
[My Profile](#) | [Logout](#)

Messages and Alerts
For any application issues, please contact DPS - IPS System Admin.

Search IPS
Search By
Record#
[Search IPS](#)

Quick Links
[IPS Public Portal](#)
[CAMIS](#)
[DPS License Verification](#)
[Division of Professional Licensure](#)
[CART](#)

Cart
Perfect Ten's Cart

Cart #X-2015-02-23_12-48-22

Items

Checkout

Confirmation

Pay with a credit card.

Payment Method

Credit Card ▼

Amount

1040.00

[Process Payment](#)

To complete the payment process successfully, please do not click your browser back button.

1 Add Account Information

2 Add Payment Information

3 Authorize Payment

4 Confirmation


ID Number	001L000000erHkVIAU
Bill Due Date	02/23/2015

* Indicates required field


There is a 2.49 percent of your payment amount convenience fee to use this service Your fee will be calculated and displayed on the next page.


Re-type E-Mail Address

Continue No Thanks



Contact Department of Public Safety at 617-826-5246 for refund policies.

Secure Site 


Add to Favorites

Make A One-Time Payment

1 Add Account Information

2 Add Payment Information

3 Authorize Payment

4 Confirmation

Account Information

ID Number	001L000000erHkVIAU
Bill Due Date	02/23/2015

Payment Information

To make changes, click on the "Edit Payment Information" button. Do not use your browser Back button.

Card Number	****1111
Payment Amount	\$1,040.00
Convenience Fee	\$25.90
E-Mail Address	tina_sapra@hotmail.com
ZIP/Postal Code	02114

Edit Payment Information

Your payment is not processed until you click "Authorize Payment". Only click once to avoid duplicate payments. You will receive a confirmation number that you can print for your records. Click "No Thanks" to stop this payment process and exit. Do not use your browser Back button.

Please click "Authorize Payment" to charge your account, and to receive a confirmation number.

Authorize Payment **No Thanks**

[Privacy Statement](#) | [Refund Policy](#)

Home

Welcome, Ten

[My Profile](#) | [Logout](#)

Messages and Alerts

For any application issues, please contact DPS - IPS System Admin.

Search IPS

Search By

Record#

Search IPS

Quick Links

[IPS Public Portal](#)
[CAMIS](#)
[DPS License Verification](#)
[Division of Professional Licensure](#)
[CART](#)

Payment Confirmation

Payment Confirmation

Order Details

Your payment was successful. A copy of the receipt has been emailed to tina_sapra@hotmail.com.

Order Status	Successful	
Applied Payment	\$ 1040.00	
Contact	Perfect Ten	
Operator	Perfect Ten	
Process Date	2/23/2015 12:51 AM	
Receipt Number		
Payment		Credit Card
Reference Number		339
Card Number		****1111
Amount		\$1040

Fees

Type	Amount	Amount Outstanding	Due Date
Elevator Permit Fee	\$1,040.00	\$1,040.00	

Print Receipt

Payment Details

Cart Name:	X-2015-02-23_12-48-22
Transaction ID:	339
Transaction Status:	SUCCESS
Amount sent for processing:	1040
Transaction Fees :	25.90
Total Amount:	1065.90

3.4 Pending Applications

This section displays (see screen shot below) all the applications (permits, licenses and applications) which the user has started working on but has not yet submitted to DPS.

Home

Welcome, Baddam_ElvMntnce

[My Profile](#) | [Logout](#)

Messages and Alerts

For any application issues, please contact DPS - IPS System Admin at (617) 626-5236

Search IPS

Search By

Record#

[Search IPS](#)

Quick Links

[CAMIS](#)

[DPS License Verification](#)

[Division of Professional Licensure](#)

[CART](#)

[Apply for Permit](#) [Apply for Inspection](#)

✓ Pending Applications

Record#	Location	Type	Created Date
CI15-00265-PENDING		Application for Certificate of Inspection	2015-06-24 14:24 PM
ECR15-00523	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 15:20 PM
ECR15-00519	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 12:49 PM
CI15-00218-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 10:11 AM
CI15-00221-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 13:05 PM
ELV15-0340-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - Modernization	2015-05-12 10:51 AM
ELT15-0222-PENDING	1 ASHBURTON PLACE BOSTON MA	Electrical Permit	2015-06-24 14:20 PM
BLD15-0285-PENDING	1 ASHBURTON PLACE BOSTON MA	Building Permit	2015-06-24 13:42 PM
ELV15-0398-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-05-28 14:07 PM
ELV15-0261-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-04-28 08:01 AM

[Additional Permit Applications](#) [Additional Inspection Applications](#)

✓ Rejected Applications-Action Required

There is no data to display.

[Additional Permit Applications](#) [Additional Inspection Applications](#)

Click on a **‘Record #’** against the application to [view/update the application](#).

Home

Welcome, Baddam_ElvMntnce

[My Profile](#)
[Logout](#)

Messages and Alerts

For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS

Search By

Record#

Search IPS

Quick Links

[CAMIS](#)
[DPS License Verification](#)
[Division of Professional Licensure](#)
[CART](#)

Apply for Permit

Apply for Inspection

✓ Pending Applications

Record#	Location	Type	Created Date
CI15-00265-PENDING		Application for Certificate of Inspection	2015-06-24 14:24 PM
ECR15-00523	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 15:20 PM
ECR15-00519	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 12:49 PM
CI15-00218-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 10:11 AM
CI15-00221-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 13:05 PM
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BLD15-0285-PENDING	1 ASHBURTON PLACE BOSTON MA	Building Permit	2015-06-24 13:42 PM
ELV15-0398-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-05-28 14:07 PM
ELV15-0261-PENDIN	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-04-28 08:01 AM

[Additional Permit Applications](#)
[Additional Inspection Applications](#)

✓ Rejected Applications-Action Required

There is no data to display.

[Additional Permit Applications](#)
[Additional Inspection Applications](#)

To view the complete list of Pending Permits/Licenses/Applications, click on

- [Additional](#) Permit Applications – To view additional permits which are pending
- [Additional](#) Inspection Applications – To view additional applications which are pending

In addition, the user may [Search](#) for an application in the system by address or **Record #**.

3.5 Rejected Applications

This section displays (see screen shot below) all the applications (permits and inspection applications) the user has submitted to DPS and have been **Rejected** by DPS during review.

The screenshot shows the Customer Portal interface. The sidebar on the left contains the following sections:

- Welcome, Baddam_ElvMntnce**: My Profile | Logout
- Messages and Alerts**: For any application issues, please contact DPS - IPS System Admin at (617) 826-5236
- Search IPS**: Search By Record# (dropdown) [input field] Search IPS
- Quick Links**: CAMIS, DPS License Verification, Division of Professional Licensure, CART

The main content area has a header with [Apply for Permit](#) and [Apply for Inspection](#) buttons. Below this is a section titled **Pending Applications** with a table:

Record#	Location	Type	Created Date
CI15-00265-PENDING		Application for Certificate of Inspection	2015-06-24 14:24 PM
ECR15-00523	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 15:20 PM
ECR15-00519	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 12:49 PM
CI15-00218-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 10:11 AM
CI15-00221-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 13:05 PM
ELV15-0340-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - Modernization	2015-05-12 10:51 AM
ELT15-0222-PENDING	1 ASHBURTON PLACE BOSTON MA	Electrical Permit	2015-06-24 14:20 PM
BLD15-0285-PENDING	1 ASHBURTON PLACE BOSTON MA	Building Permit	2015-06-24 13:42 PM
ELV15-0398-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-05-28 14:07 PM
ELV15-0261-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-04-28 08:01 AM

Below the table are links for [Additional Permit Applications](#) and [Additional Inspection Applications](#).

The **Rejected Applications-Action Required** section is highlighted with a red border and contains the message: "There is no data to display." Below this message are links for [Additional Permit Applications](#) and [Additional Inspection Applications](#).

To view the complete list of Rejected Permits / Licenses / Applications, click on

- [Additional](#) Permit Applications– To view additional permits which were rejected
- [Additional](#) Inspection Applications– To view additional applications which were rejected

In addition, the user may [Search](#) for an application in the system by address or **Record #**.

3.6 Additional

When the user clicks on Additional Permit Applications, or Additional License applications which are either pending or rejected, the page navigates to a screen which lists all the applications with the selected criteria.

[Home](#)

Welcome, Baddam_ElvMntnce
[My Profile](#) | [Logout](#)

Messages and Alerts
For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS
Search By
Record#
[Search IPS](#)

Quick Links
[CAMIS](#)
[DPS License Verification](#)
[Division of Professional Licensure](#)
[CART](#)

[Apply for Permit](#) | [Apply for Inspection](#)

Pending Applications

Record#	Location	Type	Created Date
CI15-00265-PENDING		Application for Certificate of Inspection	2015-06-24 14:24 PM
ECR15-00523	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 15:20 PM
ECR15-00519	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 12:49 PM
CI15-00218-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 10:11 AM
CI15-00221-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 13:05 PM
ELV15-0340-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - Modernization	2015-05-12 10:51 AM
ELT15-0222-PENDING	1 ASHBURTON PLACE BOSTON MA	Electrical Permit	2015-06-24 14:20 PM
BLD15-0285-PENDING	1 ASHBURTON PLACE BOSTON MA	Building Permit	2015-06-24 13:42 PM
ELV15-0398-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-05-28 14:07 PM
ELV15-0261-PENDIN	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-04-28 08:01 AM

[Additional Permit Applications](#)
[Additional Inspection Applications](#)

Rejected Applications-Action Required

There is no data to display.

[Additional Permit Applications](#)
[Additional Inspection Applications](#)

Welcome, Baddam_ElvMntnce

[My Profile](#) | [Logout](#)

Messages and Alerts

For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS

Search By

Record#

[Search IPS](#)

Quick Links

[CAMIS](#)

[DPS License Verification](#)

[Division of Professional Licensure](#)

[CART](#)

Portal - Pending Permit Applications

[Printable View](#)

View: Portal - Pending Permit Applications

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other **All**

Action	Number	Location	Type	Created Date
Edit	ELV15-0261-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	4/28/2015
Edit	ELV15-0298-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	5/4/2015
Edit	ELV15-0378-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	5/21/2015
Edit	ELV15-0398-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	5/28/2015
Edit	ELV15-0318-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - Modernization	5/7/2015
Edit	ELV15-0340-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - Modernization	5/12/2015
Edit	ELT15-0163-PENDING		Electrical Permit	5/4/2015
Edit	ELT15-0164-PENDING		Electrical Permit	5/4/2015
Edit	ELT15-0222-PENDING	1 ASHBURTON PLACE BOSTON MA	Electrical Permit	6/24/2015
Edit	ELT15-0142-PENDING	1 ASH ST BOSTON MA	Electrical Event Permit	4/27/2015
Edit	BLD15-0174-PENDING		Building Permit - Tent	4/27/2015
Edit	BLD15-0229-PENDING		Building Permit - Tent	5/7/2015
Edit	BLD15-0236-PENDING	44 BELLA ROAD SHARON MA	Building Permit - Tent	5/12/2015
Edit	DEM15-0026-PENDING		Building Permit - Demolition	4/27/2015
Edit	DEM15-0049-PENDING		Building Permit - Demolition	5/7/2015
Edit	BLD15-0228-PENDING		Building Permit	5/7/2015
Edit	BLD15-0285-PENDING	1 ASHBURTON PLACE BOSTON MA	Building Permit	6/24/2015
Edit	BLD15-0180-PENDING	1 ASH ST BOSTON MA		4/28/2015
Edit	BLD15-0181-PENDING			4/28/2015

Show me [fewer](#) records per list page

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other **All**

The application may be [viewed](#) by clicking the application **'Number'**. Click on **'Edit'** to [modify an application](#). Sort the list by clicking on the column heading.

4. Apply for Permit

Click on **'Apply for Permit'** on the Home Screen to apply for a license or permit.

The screenshot shows the IPS Customer Portal Home screen. The 'Apply for Permit' button is highlighted with a red box. The page includes a sidebar with navigation links and a main content area with a table of pending applications.

Home

Welcome, Baddam_ElvMntnce
[My Profile](#) | [Logout](#)

Messages and Alerts
 For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS
 Search By
 Record#
[Search IPS](#)

Quick Links
[CAMIS](#)
[DPS License Verification](#)
[Division of Professional Licensure](#)
[CART](#)

Apply for Permit **Apply for Inspection**

✓ Pending Applications

Record#	Location	Type	Created Date
CI15-00265-PENDING		Application for Certificate of Inspection	2015-06-24 14:24 PM
ECR15-00523	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 15:20 PM
ECR15-00519	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 12:49 PM
CI15-00218-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 10:11 AM
CI15-00221-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 13:05 PM
ELV15-0340-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - Modernization	2015-05-12 10:51 AM
ELT15-0222-PENDING	1 ASHBURTON PLACE BOSTON MA	Electrical Permit	2015-06-24 14:20 PM
BLD15-0285-PENDING	1 ASHBURTON PLACE BOSTON MA	Building Permit	2015-06-24 13:42 PM
ELV15-0398-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-05-28 14:07 PM
ELV15-0261-PENDIN	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-04-28 08:01 AM

[Additional Permit Applications](#) [Additional Inspection Applications](#)

✓ Rejected Applications-Action Required

There is no data to display.

[Additional Permit Applications](#) [Additional Inspection Applications](#)

The page navigates to permit application screen (shown below). The customer is able to apply for the following types of License & Permits via the portal.

Type	Sub Type
Building	Building Permit, Demolition Permit, Tent Permit
Electrical	Electrical Permit, Event Permit
Elevator	New Installation, Modernization, Decommission, Material Change, Alteration, Emergency Repair

Select the type of permit/license.

Home

Welcome, Baddam_ElvMntnce
[My Profile](#) | [Logout](#)

Messages and Alerts
 For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS
 Search By
 Record#
[Search IPS](#)

Quick Links
[CAMIS](#)
[DPS License Verification](#)
[Division of Professional Licensure](#)
[CART](#)

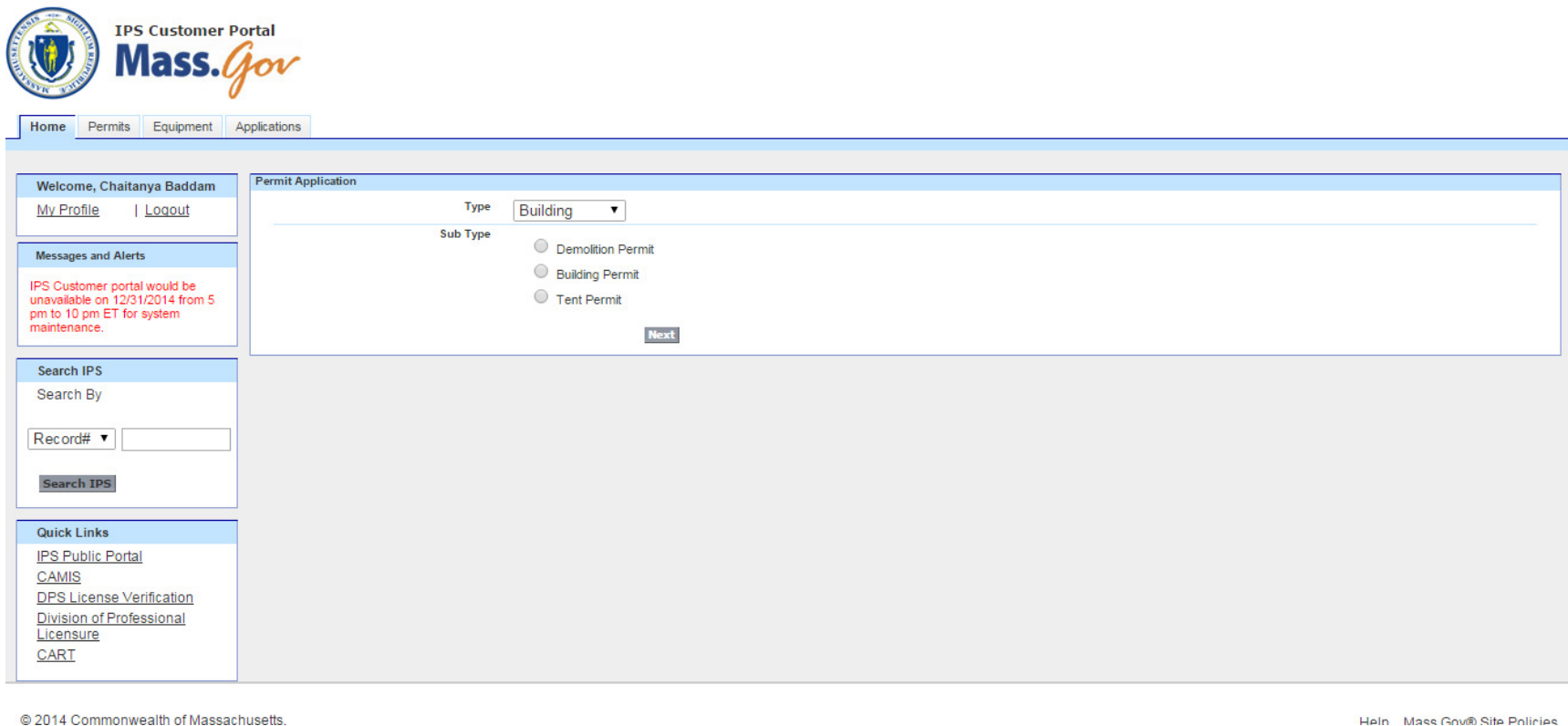
Type Selection

Select Type

Type

---Select---
 ---Select---
 Building
 Electrical
 Elevator

Depending on the Type selected a Sub-type is displayed. Select a sub-type for the application and click **‘Next’**.



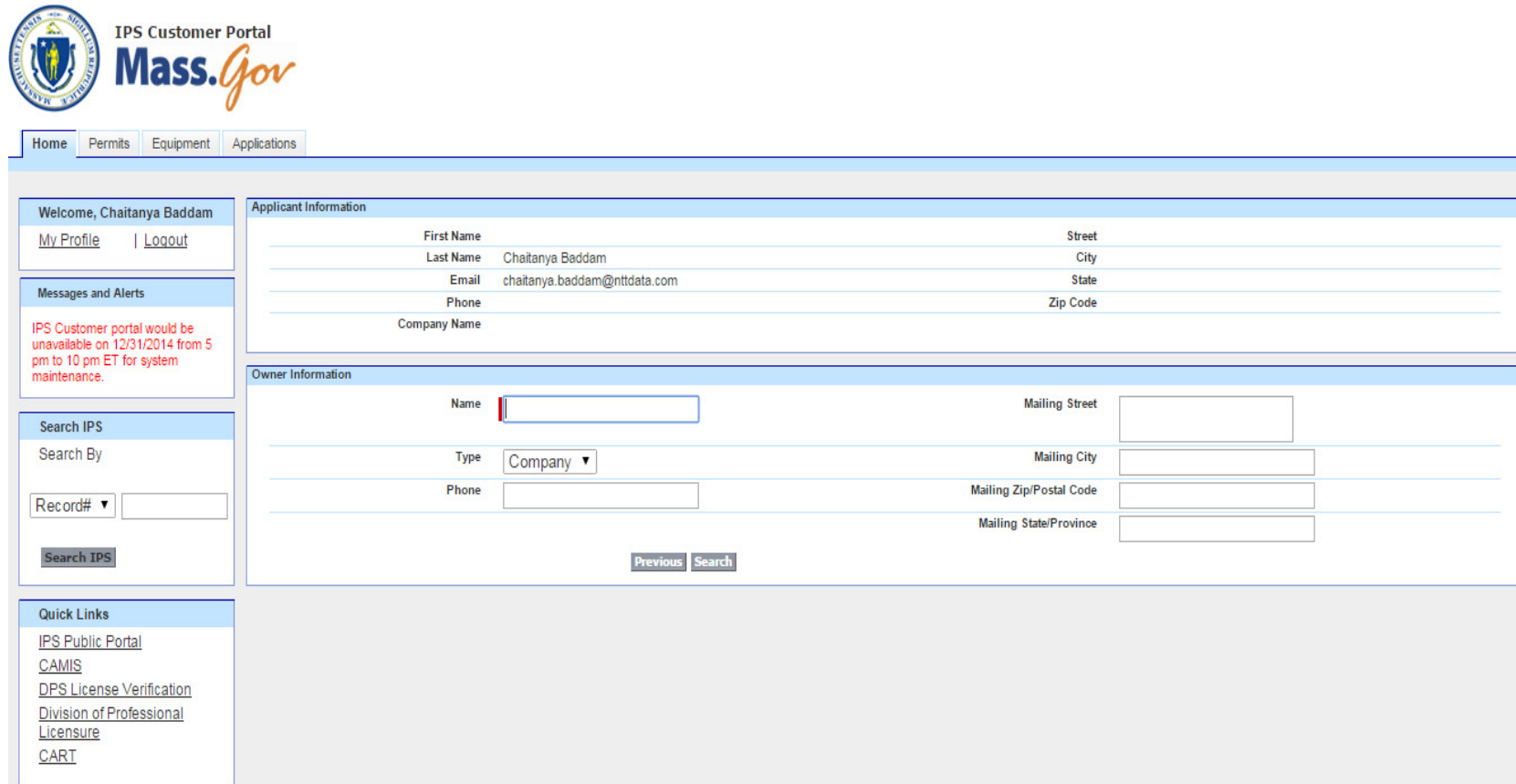
The screenshot displays the IPS Customer Portal interface. At the top left is the Massachusetts state seal and the text "IPS Customer Portal" and "Mass.gov". Below this is a navigation bar with links: Home, Permits, Equipment, and Applications. The main content area is divided into two columns. The left column contains a welcome message for "Chaitanya Baddam" with links for "My Profile" and "Logout". Below this is a "Messages and Alerts" section with a red notice about system maintenance. Further down is a "Search IPS" section with a "Search By" dropdown set to "Record#" and a "Search IPS" button. At the bottom of the left column is a "Quick Links" section with links to "IPS Public Portal", "CAMIS", "DPS License Verification", "Division of Professional Licensure", and "CART". The right column is titled "Permit Application". It features a "Type" dropdown menu set to "Building". Below this is a "Sub Type" section with three radio button options: "Demolition Permit", "Building Permit", and "Tent Permit". A "Next" button is located at the bottom right of the "Sub Type" section. At the bottom of the page, there is a copyright notice "© 2014 Commonwealth of Massachusetts." on the left and a link "Help Mass.gov Site Policies" on the right.

Depending on the type and sub-type selected, the user is taken through a series of steps towards completing the application.

Note: The order and the number of steps vary depending on the type and sub-type of the application.

4.1 Owner Information

This page shows the applicant information on the top section. The applicant is the user who is logged-in and is applying for a permit. To update or modify information in this section, the applicant's [profile information](#) needs to be updated.



The screenshot displays the IPS Customer Portal interface. At the top left is the Mass.gov logo. Below it are navigation tabs: Home, Permits, Equipment, and Applications. The main content area is divided into two columns. The left column contains a welcome message for Chaitanya Baddam, links to My Profile and Logout, a Messages and Alerts section with a red notice about system maintenance, a Search IPS section with a search bar and a Search button, and a Quick Links section with links to the IPS Public Portal, CAMIS, DPS License Verification, Division of Professional Licensure, and CART. The right column contains two main sections: Applicant Information and Owner Information. The Applicant Information section displays fields for First Name, Last Name (Chaitanya Baddam), Email (chaitanya.baddam@nttdata.com), Phone, Company Name, Street, City, State, and Zip Code. The Owner Information section displays fields for Name, Mailing Street, Mailing City, Mailing Zip/Postal Code, Mailing State/Province, Type (set to Company), and Phone. At the bottom of the Owner Information section are Previous and Search buttons.

The second section is the Owner information. Below is a short summary of who the owner could be in different scenarios:

Type	Sub Type	Owner is
Building	Building Permit, Demolition Permit, Tent Permit	Building owner (State Agency)
Electrical	Electrical Permit, Event Permit	State Agency that the Electrical job is for (MBTA, MWRA, MCCA, BCCA)
Elevator	New Installation, Modernization, Decommission, Material Change, Alteration, Emergency Repair	Owner of the Elevator

Enter the Name of the owner, select if it is an individual or a company and click on 'Search'.

A list of matching owners is displayed in the **'Select Owner'** section. If the owner exists in the list, select the owner by clicking on the radio button next to the owner name and click 'Next' to move to the next step in the process. Click on **'Previous'** to navigate to the previous step.

If the owner does not exist in the list, fill the owner information in the **'Owner Information'** section (shown below) and click on **'Create Owner'** button at the bottom of the page. The page navigates to the next step in the process.

4.2 Application Information

Note: The application form varies by the type of permit/license.

Below is a screen shot of an application for ‘Elevator New Installation Permit’

The screenshot displays the 'IPS Customer Portal' interface. At the top, there is a navigation bar with 'Home', 'Permits', 'Equipment', and 'Applications'. The main content area is titled 'Elevator New Permit' and includes a 'Previous' and 'Next' button. The form is divided into two main sections: 'Elevator Details' and 'Construction Details'. The 'Elevator Details' section contains fields for 'Elevator Type' (a dropdown menu), 'Capacity (lbs)', 'Type of Drive' (a dropdown menu), 'Speed (fpm)', 'Floors', 'Total Travel (feet)', and 'Number of Landings'. The 'Construction Details' section contains fields for 'Valuation' and 'Description'. The 'Previous' and 'Next' buttons are highlighted with a red box.

Fill-in the information and click on ‘**Next**’ to go to save and proceed to the next step. Click on ‘**Previous**’ to navigate to the previous step without saving any information. Mandatory fields are marked with a red bar on the side of the label.

4.3 Location Validation

In this step, enter the location information/address at which the work will be performed and click on **‘Search’**.

The location address entered is matched against the MASS-GIS system.

A list of matching addresses are displayed in the **‘Address Matches’** section. Select the address from the list and click **‘Next’** to go the next step in the process. Click **‘Previous’** button to go the previous step at any point.

If the intended address does not exist in the list of matching addresses, check the **‘Missing GIS Address’** checkbox and click **‘Next’** to move to the next step in the process. A confirmation message is displayed asking if this address needs to be marked as ‘Missing GIS Address’.

Click **‘Next’** to proceed to the next step.

The screenshot shows the 'Location Validation' section of the Customer Portal. The page has a light blue header with the user's name 'Welcome, Baddam_ElvMntnce' and links for 'My Profile' and 'Logout'. Below this is a 'Messages and Alerts' section with contact information for the DPS - IPS System Admin. To the left is a 'Search IPS' section with a 'Search By' dropdown set to 'Record#' and a 'Search IPS' button. Below that is a 'Quick Links' section with links to 'CAMIS', 'DPS License Verification', 'Division of Professional Licensure', and 'CART'. The main content area is titled 'Location Validation' with a sub-header 'CI15-00265-PENDING'. It features a 'Street Address' section with input fields for 'Street Number', 'Street Name', 'City' (a dropdown menu currently showing 'ABINGTON'), and 'Zip Code'. A 'Search' button is located below these fields. At the bottom of the form, there is a checkbox labeled 'Continue without Validated GIS Address' which is checked, and 'Previous' and 'Next' buttons.

4.4 Submissions

Relevant documents necessary to submit the application for license/permit are uploaded in this step.

Note: Submissions for an application vary by the type of permit/license being applied for and the answers provided in the form.

Document Submission
Permit ELV15-0099-PENDING

Permit ELV15-0099-PENDING
Previous Save Save & Proceed

Search:

Actions	Existing Document	Title	Reason for not including submission	Submission Date	Status	Required
Choose File	Window.png	Proof of contract value				✓
Choose File	Submission.png	Elevator Plans				✓
Choose File	Submission.png	Insurance Coverage Certification				✓
Choose File	No file chosen	Other Documents				

Showing 1 to 4 of 4 entries

Previous Save Save & Proceed

Click on **'Upload'** button against a document title to submit that document. A new window is opened. Navigate to the path where the document is saved and select the document that needs to be attached to the application and click on **'Open'**.

For all the required submissions, either a file has to be uploaded OR a **'Reason for not including submission'** option has to be selected for the submission. Available options for **'Reason for not including submission'**:

- Not Required
- File too large to upload – paper documents to follow
- Deferred – not required until later

Click on **'Save'** to upload the documents selected so far. Click on **'Save & Proceed'** to upload the documents and proceed to next step. Click on **'Previous'** to navigate to the last step.

To filter or search for a specific document or title, enter the search criteria into the Search text box on top of the grid. Submissions may be further be sorted by any column by clicking on a column name (e.g., title, status etc.,) in the grid.

4.5 Attestation

In this screen the user attests the application by checking on the checkbox and entering their full name. Click on **'Next'** to proceed to the next step in the process. Click on **'Previous'** to navigate to the previous step.

4.6 Cart

After the **"Attestation"** page, user is navigated to the **CART** to pay for the Permit submitted. Refer to Section 1.3 for details of processing a payment via the **CART**.

5. Apply for Inspection

Click on **'Apply for Inspection'** on the Home Screen to apply for or request an Inspection.

Home

Welcome, Baddam_ElvMntnce
[My Profile](#) | [Logout](#)

Messages and Alerts
 For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS
 Search By
 Record#
[Search IPS](#)

Quick Links
[CAMS](#)
[DPS License Verification](#)
[Division of Professional Licensure](#)
[CART](#)

[Apply for Permit](#) [Apply for Inspection](#)

✓ Pending Applications

Record#	Location	Type	Created Date
CI15-00265-PENDING		Application for Certificate of Inspection	2015-06-24 14:24 PM
ECR15-00523	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 15:20 PM
ECR15-00519	200 TRAPELO ROAD , WALTHAM	Elevator Application for Annual Inspection	2015-05-14 12:49 PM
CI15-00218-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 10:11 AM
CI15-00221-PENDING	4 BROOK STREET STONEHAM MA	Application for Certificate of Inspection	2015-05-08 13:05 PM
ELV15-0340-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - Modernization	2015-05-12 10:51 AM
ELT15-0222-PENDING	1 ASHBURTON PLACE BOSTON MA	Electrical Permit	2015-06-24 14:20 PM
BLD15-0285-PENDING	1 ASHBURTON PLACE BOSTON MA	Building Permit	2015-06-24 13:42 PM
ELV15-0398-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-05-28 14:07 PM
ELV15-0261-PENDING	4 BROOK STREET STONEHAM MA	Elevator Permit - New Installation	2015-04-28 08:01 AM

[Additional Permit Applications](#) [Additional Inspection Applications](#)

✓ Rejected Applications-Action Required

There is no data to display.

[Additional Permit Applications](#) [Additional Inspection Applications](#)

The page navigates to permit application screen (shown below). The customer is able to apply for the following types of inspections via the portal.

Type	Sub Type
Building	Request Permit Inspections
Certificate of Inspection	Application for Certification of Inspection
Electrical	Request Permit Inspections
Elevator	Application for Annual/ 5-year/ Placard Removal Inspection, Request Permit Inspections/ Re-Inspections

Select the type of application.

The screenshot displays the 'Permit Application' interface. On the left, a sidebar contains the following sections:

- Welcome, Chaitanya Baddam**: Includes links for [My Profile](#) and [Logout](#).
- Messages and Alerts**: A red message stating, "IPS Customer portal would be unavailable on 12/31/2014 from 5 pm to 10 pm ET for system maintenance."
- Search IPS**: A search section with a 'Search By' dropdown set to 'Record#', an input field, and a 'Search IPS' button.
- Quick Links**: A list of links including [IPS Public Portal](#), [CAMIS](#), [DPS License Verification](#), [Division of Professional Licensure](#), and [CART](#).

The main content area is titled 'Permit Application' and features a 'Type' dropdown menu. The dropdown is open, showing the following options: ---Select---, ---Select---, Amusement, Building, Certificate Of Inspection, Electrical, and Elevator.

Depending on the Type selected a Sub-type is displayed. Select a sub-type for the application and click 'Next'.

Home

Welcome, Ten
[My Profile](#) | [Logout](#)

Messages and Alerts
 For any application issues, please contact DPS - IPS System Admin.

Search IPS
 Search By
 Record# ▼
 Search IPS

Quick Links
[IPS Public Portal](#)
[CAMIS](#)
[DPS License Verification](#)
[Division of Professional Licensure](#)
[CART](#)

Type Selection

Permit/Application

Type: Elevator ▼

Sub Type

- ☒ Elevator Certificate Renewal
- ☐ Elevator Placard Removal
- ☐ Request Permit Inspections / Re-Inspections

Next

Depending on the type and sub-type selected, the user is taken through a series of steps towards completing the application.

Note: The order and the number of steps vary depending on the type and sub-type of the application.

5.1 Search

This page provides the user with the ability to search for equipment or permit which is ready to be inspected. To qualify for inspection, a permit should have been issued.

Enter the Record # (equipment name in case of elevators) or look-up the address as on the permit application (or equipment address in case of elevators) and click 'Search'.

The screenshot displays the IPS Customer Portal interface. On the left, a sidebar contains a welcome message for 'Chaitanya Baddam' with links for 'My Profile' and 'Logout'. Below this is a 'Messages and Alerts' section with a red notice about system maintenance on 12/31/2014. Further down is a 'Search IPS' section with a 'Search By' dropdown set to 'Record#' and a 'Search IPS' button. At the bottom of the sidebar is a 'Quick Links' section with links to 'IPS Public Portal', 'CAMIS', 'DPS License Verification', 'Division of Professional Licensure', and 'CART'. The main content area at the top features a search bar with 'Record #' and 'Address' input fields and a 'Search' button. The rest of the main area is a large, empty gray space.

A list of all permits/equipment's are displayed if a matching criterion is found. Select a permit/equipment and click on 'Next' to proceed with the next steps.

Click on 'Previous' at any point to navigate to the previous step.

Welcome, Chaitanya Baddam

[My Profile](#) | [Logout](#)

Messages and Alerts

IPS Customer portal would be unavailable on 12/31/2014 from 5 pm to 10 pm ET for system maintenance.

Search IPS

Search By

Record#

[Search IPS](#)

Quick Links

[IPS Public Portal](#)

[CAMIS](#)

[DPS License Verification](#)

[Division of Professional Licensure](#)

[CART](#)

Search

Record #

[Search](#)

Address

Select Permit

Permit #	Equipment #	Status
ELV15-0018	00010	Issued

[Previous](#) [Next](#)

5.2 Owner Information

Refer [owner information](#)

5.3 Application Information

Refer [Application information](#)

5.4 Location Validation

Refer [Location Validation](#)

5.5 Submissions

Refer [Submissions](#)

5.6 Attestation

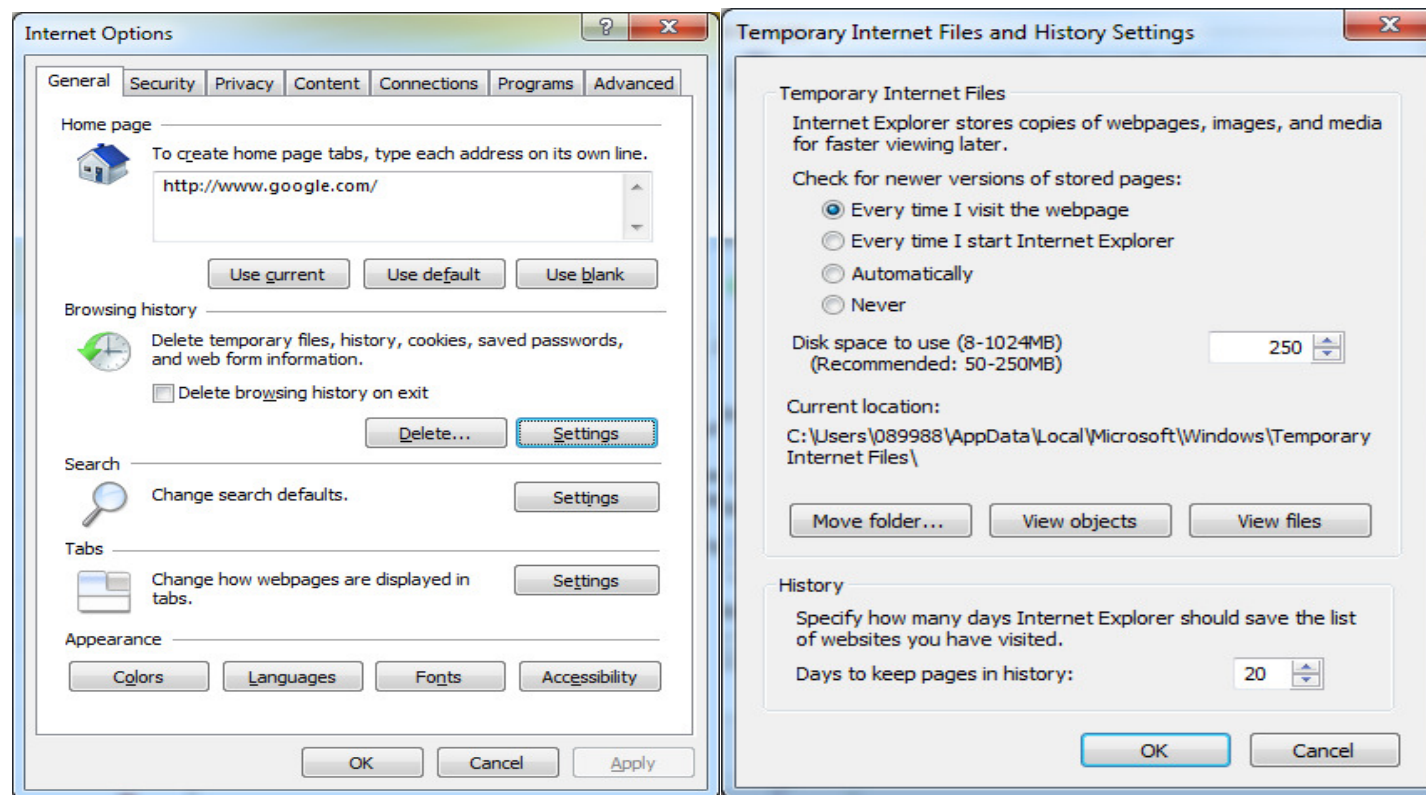
Refer [Attestation](#)

5.7 Cart

Refer [Cart](#)

5.8 Browser Settings

When using Internet Explorer browser, go to Internet Options → (Browsing history) Settings, and insure that the “Check for newer versions of stored pages” is set to option “Every time I visit the webpage”.



The User Registration screen entails:

- 1) Entering User Information
- 2) Searching for an existing company, or creating a new one. (Note: “Company Information” section does not apply to the Individual building owners, and will not be displayed when the “Building Owner – Individual” option is selected from the “Type” dropdown)
- 3) Attesting.